



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 FAX (213) 621-0387

BRANCH OFFICE
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010
(213) 738-2222 FAX (213) 637-0820

April 5, 2010

To: Each Supervisor

From: Lisa M. Garrett
Director of Personnel

Subject: **LA COUNTY STARS! – JUNE 2010**
(SPECIAL TALENTS FOR ACHIEVING REMARKABLE SERVICE)

LA COUNTY STARS! serves to recognize employee performance reflective of the County mission statement and values. Under **LA COUNTY STARS!**, management and non-management employees, individuals and teams may be recognized. Board Chiefs of Staff, Deputy Chief Executive Officers, Department Heads, and Chief Deputies are not eligible to be nominated.

Consistent with the County mission statement and values, your office may submit only one nomination (individual or team) per month. These nominations should reflect the positive image of County employees and provide an excellent opportunity for enhancing staff morale. Please note that the number of awards given each month will depend upon the number of nominees who meet the threshold criteria based upon the points awarded for each entry (18 out of 20 points required for consideration).

Your office's nomination is requested by May 4, 2010. **Please submit the appropriate three-page nomination form** for your individual/team from one of the following three strategies from Goal 1: Operational Effectiveness:

- Fiscal Sustainability
- Service Excellence and Organizational Effectiveness
- Workforce Excellence

For the month of June 2010, the **LA COUNTY STARS!** strategic category award ceremonies will take place as follows:

June 1	Service Excellence and Organizational Effectiveness
June 1	Workforce Excellence
June 15	Fiscal Sustainability

To Enrich Lives Through Effective and Caring Service

Each Supervisor
April 5, 2010
Page 2

Your nomination for **only one** of the above categories should be sent to Ann Gomez, Program Coordinator, at 3333 Wilshire Boulevard, Suite 1000, Los Angeles, CA 90010. These forms are available via an e-mail request to lacountystars@hr.lacounty.gov or you may download them from the **LA COUNTY STARS!** Web site, <http://stars.lacounty.gov>. **The Department of Human Resources (DHR) will become the sole proprietor of all nominations; consequently, we are unable to provide or produce copies for departmental use.** The nomination forms, along with the selection criteria and suggestions for documentation and two sample nominations, are attached for your use.

Please note that the total score for your office's entry will be based upon the points assigned to the required nomination form criteria and the shared values checklist. Following the selection and notification of **LA COUNTY STARS!**, the Board of Supervisors will recognize the individual(s)/team(s) on the Board meeting date as noted above. If you have any questions, please contact me at (213) 974-2406 or contact Maryanne Keehn of my staff at (213) 738-2255.

Thank you.

LMG:MLH
MK:Ih

Attachments

c: Deputy Chief Executive Officers
Chief Deputies
Administrative Deputies



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Fiscal Sustainability

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address:

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
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Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Fiscal Sustainability: Strengthening the County fiscal capacity.

1. Describe how the nominee promoted sound, prudent, and transparent short-and long-range fiscal policies and practices.

Internal Use Only

2. Describe how the nominee helped ensure maintenance of critical, high priority County public services despite cyclical economic conditions.

3. Describe how the nominee implemented performance-based management and decision-making skills based on *Performance Counts!* data.

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

Accountability – accepts responsibility for the decisions made and the actions taken.

A Can-Do Attitude – approaches each challenge believing that, together, a solution can be achieved.

Compassion – treats those we serve and each other in a kind and caring manner.

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.

Integrity – acts consistent with our values and the highest ethical standards.

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.

Respect for Diversity – values the uniqueness of every individual and their perspective.

Responsiveness – takes the action needed in a timely manner.

BONUS: Describe how the nominee employed **collaboration** in their achieving results.

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Service Excellence and Organizational Effectiveness

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
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Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s):_____

Service Excellence and Organizational Effectiveness: Providing the public with easy access to quality information and services that are both beneficial and responsive.

1. Describe how the nominee improved the quality or delivery of a service product and demonstrated the ability to analyze, assess and improve the effectiveness of the organization. *Internal Use Only*

2. Describe how the nominee responded to customer requirements in an exemplary, timely, and courteous manner to streamline and improve administrative operations and processes to make the organization more efficient.

3. Describe how the nominee streamlined and improved administrative operations and processes to increase effectiveness, enhance customer service, and support responsiveness to County operations. Describe how the nominee evaluated the organizational structure to achieve operational efficiencies and improve County service delivery, including restructuring or consolidating existing County departments, functions, or commissions, and partnerships with external agencies.

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Accountability – accepts responsibility for the decisions made and the actions taken.

Internal Use Only

A Can-Do Attitude – approaches each challenge believing that, together, a solution can be achieved.

Compassion – treats those we serve and each other in a kind and caring manner.

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.

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Respect for Diversity – values the uniqueness of every individual and their perspective.

Responsiveness – takes the action needed in a timely manner.

BONUS: Describe how the nominee employed **collaboration** in their achieving results.

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Workforce Excellence

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
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Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Workforce Excellence: Enhancing the quality and productivity of the County workforce.

Internal Use Only

1. Describe how the nominee implemented human capital management best practices (e.g., succession planning, professional development, employee surveys). _____

2. Describe how the nominee enhanced the recruitment, development, and retention and well-being of qualified County employees. _____

3. Describe or list any training or skill development used by the nominee in creating program(s) to enhance the quality and productivity of the County workforce. _____

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

Accountability – accepts responsibility for the decisions made and the actions taken.

A Can-Do Attitude – approaches each challenge believing that, together, a solution can be achieved.

Compassion – treats those we serve and each other in a kind and caring manner.

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.

Integrity – acts consistent with our values and the highest ethical standards.

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.

Respect for Diversity – values the uniqueness of every individual and their perspective.

Responsiveness – takes the action needed in a timely manner.

BONUS: Describe how the nominee employed **collaboration** in their achieving results.

Initial

Dept No.

SELECTION CRITERIA AND GUIDELINES FOR NOMINATIONS

ELIGIBILITY

All permanent employees performing competently or higher are eligible for nomination, with the exception of Department Heads and Chief Deputies, or a team or individual that has previously been recognized within the last 12 months. The program allows for the nomination of teams, individuals, management and non-management employees. Teams are generally defined as task forces, committees, or groups consisting of 20 individuals or less.

NOMINATION PROCESS

Nominations will be a maximum of three pages in length. Additional pages and attachments will be discarded. **(Arial font should be used for each nomination, no less than 11 pitch.)**

Nominations should be made for achievements occurring within the last 12 months. Each department may submit one nomination (individual or team) per month for one of the following three strategies from Goal 1: Operational Effectiveness:

- Fiscal Sustainability
- Service Excellence and Organizational Effectiveness
- Workforce Excellence

The number of awards given each month will depend upon the number of nominations that meet the threshold criteria based upon points awarded (18 out of 20 points). Departments are not required to submit a nomination each month, but are encouraged to submit an entry they deem worthy of recognition.

When an **interdepartmental team** is nominated, the lead department will submit the nomination on behalf of the other participating departments. All participating departments can still be nominated as a member of another team or nominate an individual from their department, although not for a project/effort for which a team is nominated.

SUGGESTIONS FOR DOCUMENTATION

The nomination should focus on the individual or team's accomplishments in County service. Collaboration with other County departments is of particular merit. Nominations for accomplishments that embrace this key component of service may receive bonus rating points. Please describe the relationship between the accomplishments to be recognized and the specific Strategy listed above.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Organizational Effectiveness

Employee/Team Name (use space provided below to enter Team Members' information):

Jane Smith

Payroll Title

Administrative Assistant II

Years in County Service:

5

Department Name

Department of Public Social Services

Division of Department

State Division

Work Address (for teams, please attach a separate sheet):

12345 Mall Avenue, Suite 1200

Los Angeles, CA 90010

Work Telephone Number:

(213) 999-9999

Work E-mail Address

email@email.com

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name: John Doe

Phone Number: (213) 999-9999

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

John Golden, Administrator

222 N. Grand Avenue, Suite 1

Los Angeles, CA 90012

Phone Number: (213) 777-7777

Fax Number:

(213) 555-5555

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
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Please use Arial font; no less than 11 pitch for all entries

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results?
Please note: It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

A can-do attitude – approaches each challenge believing that, together, a solution can be achieved.

In her tenure with the department, Ms. Smith has approached each challenge with the mentality that she can do anything if she puts her mind to it. This attitude contributed to her research and development of the Interim Assistance Recovery Program and significant savings to the County.

Accountability – accepts responsibility for the decisions made and the actions taken.

In an effort to improve customer service and reduce complaints, Ms. Smith took the initiative to develop new procedures and streamline processes. In so doing, she assumed full responsibility for her decisions. During staff training and the implementation phase, Ms. Smith assumed full accountability for mistakes on her part and that of her staff and took the necessary steps to remedy problem areas.

Compassion – treats those we serve and each other in a kind and caring manner.

Ms. Smith is compassionate in dealing with those that are displaced and almost all of them express their gratitude for her help and understanding. Ms. Smith has received numerous "On the Spot" recognition forms for her excellent service and her ability to treat her clients with respect and dignity.

Commitment – goes the extra mile to achieve our mission.

Ms. Smith has been very instrumental in helping the department meet audit requirements for the Interim Assistance Recovery Unit and year end deadlines by working long hours during the week and on weekends.

Integrity – acts consistent with our values.

Ms. Smith takes great pride in doing quality work, as demonstrated in her integrity, honesty and trustworthiness. Due to her integrity, Ms. Smith was able to research and recover \$15,000 of double payments for the County.

Professionalism – performs to a high standard of excellence.

Ms. Smith is very professional in her dress and mannerism and promotes the department's and the County's vision in a positive manner. Her work product has been consistently exceptional and has promoted a positive image of the Department and the County to the public we serve.

Respect for Diversity – places value on the uniqueness of every individual and their perspective.

Working in a County with people from different backgrounds, Ms. Smith respects each client individually no matter what language they speak and where they come from. Ms. Smith is also fluent in Spanish, which has increased her ability to communicate with clients. She also spearheaded the construction of a ramp to accommodate the needs of a new incoming wheel-chair bound employee.

Responsiveness – takes the action needed in a timely manner.

Ms. Smith has consistently responded to the requests of her clients immediately and taken the time to assist each one individually providing them with answers and solutions to their issues. The vast number of On-the-Spot Recognition forms she has received is a testament of her dedication to timeliness.

BONUS: Describe how the nominee employed **collaboration** in their achieving results.

Ms. Smith has worked in collaboration with the Departments of Children and Family Services, Child Support Services, Mental Health and the District Attorney in formulating seamless processes and efficiency measures for her unit. The newly implemented strategies resulted in increased productivity and timely delivery of services for the Interim Assistance Recovery Unit.

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Fiscal Responsibility

Employee/Team Name (use space provided below to enter Team Members' information):

Lucas Saturn

Payroll Title

Administrative Services Manager

Years in County Service:

7

Department Name

Sheriff

Division of Department

Administrative Services

Work Address (for teams, please attach a separate sheet):

3345 Pico Boulevard, Suite 1700 Los Angeles, CA 90010

Work Telephone Number:

(213) 333-2222

Work E-mail Address:

LSaturn@lasd.org

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name: Leslie White

Phone Number: (213) 999-5555

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Jane Smith, Director of Operations
120 Acre Wood Street,
Los Angeles CA 90010

Phone Number: (213) 777-3333

Fax Number: (213) 777-4444

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
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Please use Arial font; no less than 11 pitch for all entries

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

A can do attitude – approaches each challenge believing that, together, a solution can be achieved.

Mr. Saturn is very diligent and demonstrates a positive work ethic to his staff.

Accountability – accepts responsibility for the decisions made and the actions taken.

Mr. Saturn takes pride in excellence and has had no problems assuming responsibility for his decisions.

Compassion – treats those we serve and each other in a kind and caring manner.

Mr. Saturn gets along well with everyone that he works with.

Commitment – goes the extra mile to achieve our mission.

Mr. Saturn is a very hard worker and can always be relied upon to complete his assignments.

Integrity – acts consistent with our values.

Professionalism – performs to a high standard of excellence.

Mr. Saturn has consistently produced outstanding quality work. He has proven to be the model of an exceptional employee and set a very positive example for others.

Respect for Diversity – places value on the uniqueness of every individual and their perspective.

The department deals with different types of people from many walks of life. Mr. Saturn respects those he serves and works with and values each of their opinions and customs.

Responsiveness – takes the action needed in a timely manner.

Mr. Saturn is very conscientious and consistently completes his assignments on time.

BONUS: Describe how the nominee employed **collaboration** in their achieving results.

Initial

Dept No.